

FREQUENTLY ASKED QUESTIONS

Questions	Answers
How can I find out about the various tourist attractions?	The manager will be able to assist you
What is the maximum number of people that can be in one room?	Four – two adults and two children 11 and under - fold out beds are available for rent
Is there additional cost for more than two adults in a room?	Yes - \$50 US per adult per night to a maximum of 4
Do you serve meals?	Only a complimentary breakfast
When is check in time?	Anytime after 1:00 pm
When is check out time?	12:00 noon
Is it wheelchair accessible?	Yes – main floor only
What is the rate?	\$85 US per night – double occupancy
Do you have special rates for seniors?	No
What type of payment do you accept?	VISA, MasterCard or Cash
Is a deposit required?	Yes - \$50 US per room to confirm booking
When is the balance due?	1 week prior to your arrival
Who do I contact if there is a problem when I arrive in the country?	Contact the manager – 1-868-352-1328 or 1-868-639-9775
Where can I rent a car?	The manager can arrange this for you
How do I cancel my booking	You must give 48 hours notice prior to arrival or be charged one nights stay. Cancellation requests must be sent by E-mail to islandvacation@rogers.com or Fax 519-579-2477
Can I use my cell phone on the island?	Check with your service provider as you may require a new chip. The other option is to purchase a pay as you go cell phone when you arrive.
Do you provide pick up and drop off to the airport?	No, but we can provide you with a reliable taxi service to use
Do you have local rates?	Yes – Trinidad and Tobago residents, with valid ID card or passport can get a local rate. Call - 1-868-352-1328 or 519-585-1139 to discuss
Do you have group rates?	Yes, please contact us to discuss Call: 519-585-1139 Fax: 519-579-2477 E-mail: islandvacation@rogers.com
Who do I contact if I have a comment or complaint?	Call: 519-585-1139 Fax: 519-579-2477 E-mail: islandvacation@rogers.com

The information is subject to change without notice